



September 3, 2013

Montana Health Care Programs Notice

Passport Providers

Passport to Health Member Pending Lists and Provider Caseload Capacities

As of August 9, 2013, Passport enrollees are no longer put into a pending status with the provider they have chosen. Members had previously been put in pending status when they chose a provider with a patient caseload that exceeded their chosen patient capacity. Pending lists will no longer be generated or sent to providers.

Passport providers who reach their caseload capacity of Passport patients are not assigned new members. Providers who have reached their capacity are provided the opportunity to increase their caseload capacity by a minimum of 10% in order to have more Passport members choose or be assigned to them.

The Administrative Rules of Montana (ARM) rule implementing this change and the revised Passport provider handbook section on caseload limits follow below.

ARM 37.86.5111(3)

Passport providers who reach their specified caseloads of Passport patients, per their provider agreements with the Department, will not be assigned additional members. Providers who have reached their capacity will be provided the opportunity to increase their caseloads.

Caseload Limits

Passport providers may serve as many as 1,000 members per full time physician or mid-level practitioner. Passport providers may encourage Medicaid/HMK *Plus* members to enroll with them under the Passport program. Passport providers that reach their caseload capacity have the opportunity to increase capacity by 10% or more in order to have more Passport members choose or be assigned to them.

Contact Information

Please contact John Hoffland, Passport to Health Program Officer, at 406.444.0991 if you have any questions.

For claims questions or additional information, contact Provider Relations at 1.800.624.3958 (toll-free, in/out of state) or 406.442.1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.